

MAI (CFE French Nationals outbound) - What To Do When

Using your Cigna Membership Card



When you receive your International Membership Card, check that the information is correct.

If something needs to be changed, please contact Cigna by telephone, fax or email and they will arrange for your information to be updated.

When receiving treatment please present you Membership Card to the provider.

Claiming Procedure

Where treatment is paid for by you, please forward your invoice to:

Claims for medical expenses incurred outside the USA:

MEDICAL ADMINISTRATORS
INTERNATIONAL
37 Rue Anatole France
F-92300 Levallois-Perret
France
Tel: +33 1 42 68 01 42
Fax: +33 1 42 68 06 90

contact@medical-administrators.com

Claims for medical expenses incurred in the USA:

Use the card emailed to you by Cigna.



Cigna Global Health Benefits
PO Box 15050
Wilmington
DE 19850-5050
USA

Toll Free: +1 800 768 1725
Free Fax: +1 800 243 6998
Fax: +1 302 797 3150

Ice.Team@Cigna.com

Reimbursement Options

Where possible MEDICAL ADMINISTRATORS INTERNATIONAL (MAI) will aim to pay the medical practitioner or hospital direct to reduce the need for you to pay directly and reclaim the cost of treatment. In cases where you have paid the provider directly, MEDICAL ADMINISTRATORS INTERNATIONAL (MAI) offers several options to receive your claims reimbursement including:

- Electronic transfer of funds into your bank account
- Cheque mailed to your bank or nominated address
- Multi-Currency claims payment

RioTinto



Online Access to Claims

Claims for medical expenses incurred outside the USA:

In English: <http://expat.cigna.medical-administrators.com/en>

En français: <http://expat.cigna.medical-administrators.com/fr>

Claims for medical expenses incurred in the USA:

www.cignaenvoy.com

Important Cigna Contact Information

CIGNA 24 HOUR MEDICAL ASSISTANCE	
International Medical Assistance (outside the USA)	Dial: +44 (0)1475 492 197
International Fax (outside the USA)	Dial: +44 (0)1475 492 424
Medical Assistance in the USA	Dial: 1 800 768 1725
Fax in the USA	Dial: 1 800 243 6998 or 1 302 797 3150